HUBUNGAN ANTARA ADOPSI ICT DAN INOVASI DENGAN PRESTASI PERNIAGAAN PKS DI MALAYSIA: PENGARUH PENYEDERHANA KELEBIHAN DAYA SAING

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Tesis diserahkan kepada
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KEBENARAN MENGGUNA

Dalam membentangkan tesis ini, bagi memenuhi syarat sepenuhnya untuk ijazah lanjutan Universiti Utara Malaysia, saya bersetuju bahawa Perpustakaan Universiti Utara Malaysia boleh secara bebas membenarkan sesiapa sahaja untuk memeriksa. Saya juga bersetuju bahawa penyelia-penyelia saya atau jika ketiadaan mereka, Dekan Othman Yeop Abdullah Graduate School of Business diberi kebenaran untuk membuat salinan tesis ini dalam sebarang bentuk, samada keseluruhannya atau sebahagiannya bagi tujuan kesarjanaan. Adalah dimaklumkan bahawa sebarang penyalinan atau penerbitan atau kegunaan tesis ini samada sepenuhnya atau sebahagian daripadanya bagi tujuan keuntungan kewangan tidak dibenarkan kecuali setelah mendapat kebenaran secara bertulis daripada saya. Juga dimaklumkan bahawa pengiktirafan harus diberi kepada saya dan Universiti Utara Malaysia dalam sebarang kegunaan kesarjanaan terhadap sebarang petikan daripada tesis saya.

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PENGAKUAN

"Saya akui penulisan ini adalah hasil saya sendiri kecuali nukilan dan ringkasan yang tiap-tiap satu saya jelaskan sumbernya"

Nur Yuhainis Bt Ab Wahab
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ABSTRAK

Pengukuran prestasi perniagaan adalah penting kerana ianya membantu seseorang pengurus firma PKS dalam membuat perbandingan kedudukan firmanya dengan pesaing-pesaing di dalam pasaran. Oleh itu, kajian ini bertujuan untuk meneliti hubungan adopsi ICT dan inovasi ke atas prestasi perniagaan firma PKS dengan kelebihan daya saing berperanan sebagai pembolehubah penyederhana. Rangka kerja penyelidikan ini dibentuk adalah berdasarkan kepada literatur sedia ada bagi menguji hubungan di antara pembolehubah-pembolehubah kajian. *Resource Based View Theory* (*RBV*) telah digunakan untuk menjelaskan hubungan antara pembolehubah-pemboleubah yang dikaji. Untuk menguji secara empirikal rangka penyelidikan kajian ini, data telah dikumpulkan dengan menggunakan kaedah bancian. Sejumlah 1,071 soal selidik telah diedarkan kepada responden di firma-firma PKS dengan menggunakan teknik persampelan strata seimbang berdasarkan persampelan rawak mudah. Data yang dikumpulkan dianalisis menggunakan pakej statistik untuk sains sosial (SPSS). Kaedah kolerasi Pearson, regresi berganda dan regresi berhierarki telah digunakan untuk menguji hipotesis kajian. Keputusan empirikal kajian menunjukkan bahawa adopsi ICT (faktor teknologi, faktor organisasi, faktor luaran) dan inovasi mempunyai hubungan signifikan secara positif dengan prestasi perniagaan. Di samping itu, pembolehubah kelebihan daya saing didapati tidak mempunyai kesan penyederhanaan kepada hubungan di antara adopsi ICT dan inovasi dengan prestasi perniagaan. Walau bagaimanapun, hanya satu dimensi dalam kelebihan daya saing (situasi pasaran) memberi kesan penyederhanaan kepada hubungan di antara dimensi-dimensi adopsi ICT (faktor teknologi dan faktor luaran) dengan prestasi perniagaan. Penemuan kajian ini menyarankan agar pihak pengurusan tertinggi firma PKS menitikberatkan faktor-faktor yang akan meningkatkan prestasi perniagaan. Selain itu, dapatan kajian ini perlu diberi perhatian oleh pihak kerajaan selaku pembuat dasar serta agensi-agensi kerajaan yang terlibat dalam membangunkan firma-firma PKS. Implikasi kajian, batasan kajian, dan cadangan bagi kajian susulan masa hadapan turut dibincangkan.

Kata kunci: adopsi ICT, inovasi, kelebihan daya saing, prestasi perniagaan

ABSTRACT

Business performance measurement is important because it helps SMEs managers compare their firm's position in relation with its competitors in the market place. Hence, this study aims to examine the relationship between ICT adoption and innovation on SME firms' business performance with the moderating role of competitive advantage. A research framework was established based on existing literature to test the relationship among these variables. Resource Based View Theory (RBV) was employed to explain the relationship between the studied variables. In order to empirically test the research framework of this study, data were collected by employing a survey instrument. A total of 1,071 questionnaires were distributed to respondents in the SMEs involved using proportionate stratified technique based on simple random sampling. The data collected was analysed using the Statistical Package for Social Science (SPSS). Pearson correlation, multiple regression and hierarchical regression methods were used to test the hypotheses. The empirical results revealed that ICT adoption (technology factor, organizational factor, external factor) and innovation have a significant positive relationship with business performance. In addition, it was found that competitive advantage has no moderating effect on both the relationship between ICT adoption and innovation with business performance. However, only one dimension of competitive advantages (market situation) moderates the relationship between the dimensions of ICT adoption (technology factor, organizational factor) and business performance. The results provide insights for SME's top management for the need to emphasise on factors that will increase business performance. In addition, policy makers in the government as well as SMEs related agencies should consider the findings of this research in enhancing the development of SME's. Research implications, limitations and suggestions for future research were also discussed.

Keywords: ICT adoption, innovation, competitive advantage, business performance

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KANDUNGAN

SENARAI JADUAL

SENARAI RAJAH

SENARAI SINGKATAN

ICT	Teknologi Maklumat dan Komunikasi
KDNK	Keluaran Dalaman Negara Kasar
MCMC	Suruhanjaya Komunikasi dan Multimedia Malaysia
MDeC	Multimedia Development Corporation
MSC	Multimedia Super Coridor
MTDC	Perbadanan Pembangunan Teknologi Malaysia
MOSTI	Kementerian Sains, Teknologi dan Inovasi
MPKSN	Majlis Penyelidikan dan Kemajuan Sains Negara
MPPK	Majlis Pembangunan PKS Kebangsaan
MIMOS	Institut Mikroelektronik Malaysia
NITC	Majlis Teknologi Maklumat Negara
NITA	National Informational Technology Agenda
PKS	Perusahaan Kecil dan Sederhana

BAB 1

PENGENALAN

1.1 Pengenalan

Dalam Bab 1 membincangkan tentang latar belakang kajian, pernyataan masalah, soalan, objektif, signifikan dan skop kajian. Perbincangan bab ini dimulakan dengan menjelaskan tentang pandangan keseluruhan penyelidikan semasa dan keperluan untuk mendorong peningkatan prestasi peniagaan Perusahaan Kecil dan Sederhana (PKS) di Malaysia. Seterusnya, huraian yang menjelaskan soalan mengapa kajian ini perlu dijalankan dan disusuli dengan objektif kajian. Perbincangan selanjutnya pada bahagian signifikan kajian, menjelaskan tentang sumbangan hasil kajian ini terhadap teori dan praktis dari pelbagai aspek, skop kajian serta definisi operasional. Bab 1 di akhiri dengan penjelasan tentang susun atur bab dalam tesis ini.

1.2 Latar Belakang Kajian

Usaha untuk memperkasakan sistem ekonomi negara di mata dunia adalah merupakan salah satu agenda utama Kerajaan Malaysia. Matlamat ini dinyatakan dengan jelas dalam Wawasan 2020 yang telah diperkenalkan oleh Mantan Perdana Menteri Malaysia, Mahathir Mohamad bermula pada tahun 1991. Hasrat untuk Malaysia mencapai status negara maju menjelang tahun 2020 perlu mensasarkan pertumbuhan ekonomi pada kadar 7 peratus setahun (Unit Perancangan Ekonomi, 2013) sudah menunjukkan hasil yang positif. Hal ini terbukti apabila Gabenor Bank Negara Malaysia mengumumkan prestasi Keluaran Dalaman Negara Kasar (KDNK) Malaysia 2014 meningkat sebanyak 6 peratus dengan nilai RM 835 billion.

The contents of the thesis is for internal user only

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LAMPIRAN A

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KAJIAN MENGENAI PRESTASI PERNIAGAAN KE ATAS PERUSAHAAN KECIL DAN SEDERHANA (PKS) DI MALAYSIA

Tuan Pemilik Perniagaan / Pengurus

Tujuan kajian ini adalah untuk mengkaji hubungan antara adopsi teknologi maklumat dan komunikasi (ICT) dan inovasi dengan prestasi perniagaan serta pengaruh pembolehubah penyederhana kelebihan daya saing. Untuk makluman tuan, firma tuan telah dipilih untuk terlibat dalam kajian ini. Diharap dapatan daripada kajian ini akan memberi maklumat berguna yang boleh menyumbang kepada pembangunan PKS di Malaysia, selaras dengan perkembangan persekitaran perniagaan semasa.

Oleh itu, saya memohon jasa baik pihak tuan untuk meluangkan sedikit masa (lebih kurang 20 minit) untuk menjawab soal selidik yang mempunyai kaitan dengan amalan adopsi teknologi maklumat dan komunikasi (ICT), inovasi dan kelebihan daya saing dalam firma tuan. Kerjasama pihak tuan dalam menjawab soal selidik ini sangat penting untuk memastikan kejayaan kajian ini. Untuk makluman tuan, semua maklumat yang diperolehi daripada kajian ini adalah dianggap sulit. Keputusan dan hasil kajian ini akan digunakan untuk tujuan akademik semata-mata dan bukannya untuk tujuan komersial.

Jika pihak tuan inginkan satu salinan ringkasan dari kajian tersebut, sila sertakan kad perniagaan dan e-mel tuan ke dalam sampul surat yang disediakan. Sila pulangkan borang soal selidik yang telah siap dijawab dengan memasukkan ke dalam sampul surat yang disertakan. Kerjasama daripada pihak tuan untuk mengembalikan borang soal selidik ini secepat mungkin adalah sangat dihargai. Jika tuan mempunyai sebarang persoalan mengenai kajian, sila hubungi saya melalui telefon bimbit, e-mel atau menggunakan alamat seperti di atas.

Soal selidik ini perlulah dijawab oleh pihak pengurusan tertinggi firma (pemilik, pengerusi, pengarah, CEO, atau pengurus)

Bahagian A dan Bahagian B di bawah merupakan latar belakang responden dan latar belakang firma anda. Sila jawab semua soalan berikut dengan tanda (/) pada ruangan yang disediakan. Segala maklumat yang diberikan adalah **SULIT** dan hanya digunakan untuk tujuan kajian ini sahaja.

*(Part A and Part B below represent the respondent's background and the background of your firm. Please answer the following questions with a sign (/) in the space provided. All information provided is **STRICTLY CONFIDENTIAL** and used only for academic purposes).*

BAHAGIAN A: LATAR BELAKANG RESPONDEN
Respondent Background

1. Jantina (*Gender*)

☐ Lelaki (*Male*) ☐ Wanita (*Female*)

2. Umur (*Age*)

☐ Bawah 30 *(Below 30)* ☐ 31 - 40 ☐ 41 - 50
☐ 51 - 60 ☐ 61 dan ke atas (*61 and above*)

3. Bangsa (*Race*)

☐ Melayu *(Malay)* ☐ Cina (*Chinese*) ☐ India (*Indian*)
☐ Lain – lain, sila nyatakan (*Others, please specify*) _____

4. Status perkahwinan (*Maritial Status*)

☐ Bujang (*Single*) ☐ Bercerai (*Divorce*)
☐ Berkahwin (*Married*)

5. Tahap pendidikan tertinggi (*Highest Education Level*)

☐ PhD ☐ Sarjana (*Master's degree*) ☐ Ijazah (*Degree*)
☐ Diploma ☐ Sekolah menengah (*Secondary School*)
☐ Sekolah rendah (Primary School)

6. Jawatan anda di firma ini?
Sila nyatakan (*Your post at this firm? Please specify*)

_____

7. Berapa lama anda bekerja di firma ini?
(How many years have you worked in this firm?)

☐ 5 tahun dan kurang (*5 years and less*) ☐ 6 - 10 tahun (*years*)
☐ 11 – 15 tahun (*years*) ☐ 16 - 20 tahun
☐ Lebih dari 21 tahun (more than 21 years)

BAHAGIAN B: LATAR BELAKANG FIRMA
Firm Background

8. Firma anda terletak di negeri: (*Your firm is located in the state of* :)

_____

9. Berapa lama firma ini telah ditubuhkan?
(*How long has your firm been established?*)

☐ 5 tahun dan kurang *(5 years and less)*
☐ 6 hingga 10 tahun *(years)*
☐ 11 hingga 15 tahun (*years*)
☐ 16 - 20 tahun (*years*)
☐ Lebih dari 21 tahun (*more than 20 years*)

10. Berapa ramai pekerja dalam firma ini?
(*How many employees in this firm hire?)*

☐ Kurang dari 5 orang pekerja (*Less than 5 employees*)
☐ 5 – 75 orang pekerja (*employees*)
☐ 76 – 200 orang pekerja (*employees*)
☐ Lebih dari 201 orang pekerja (*employees)*

11. Apakah jenis firma anda? Pilih satu sahaja
(What is your firm's type? Choose only one statement)

☐ Tekstil dan pakaian (*Textiles and apparel)*
☐ Kayu dan perabot (*Wood and furniture*)
☐ Makanan dan minuman (*Food and beverages*)
☐ Bahan kimia (*Chemicals)*
☐ Peralatan pengangkutan (*Transport equipment*)
☐ Produk-produk berasaskan logam (*Metal products*)
☐ Elektrik dan elektronik (*Electrical and electronic*)
☐ Getah dan plastik (*Rubber and plastic*)
☐ Produk-produk mineral bukan logam (*Non-metal mineral products*)
☐ Peralatan mesin (*Machinery equipment*)
☐ Kertas dan pencetakan (*Paper and printing*)
☐ Lain lain, sila nyatakan (*Others, please specify*)

_____

12. Adakah firma ini menggunakan ICT dalam proses membuat keputusan?
(*Are firm's uses of ICT in the decision making process?)*

☐ Ya / Yes ☐ Tidak / No

13. Adakah firma ini menerapkan inovasi di dalam menjalankan aktiviti-aktiviti perniagaan? *(Are firm's applies innovation in the business activities?)*

☐ Ya / Yes ☐ Tidak / No

BAHAGIAN C: ADOPSI TEKNOLOGI MAKLUMAT DAN KOMUNIKASI
***Adoption of Information and Communication Technology* (ICT)**

Pernyataan-pernyataan di bawah menggambarkan pendekatan bagi **adopsi teknologi maklumat dan komunikasi (ICT)** yang digunakan oleh firma anda. Sila jawab semua soalan berikut dengan membulatkan skala yang berkaitan.

*(The following statements best describe the approach to adoption of **information and communication technology (ICT)** that is used by your firm. Please answer all items and circle the appropriate scales).*

Sila gunakan skala berikut *(Use the following rating scale)*:

Sangat Tidak Setuju *Strongly Disagree*						**Sangat Setuju** *Strongly Agree*
1	2	3	4	5	6	7

14.	Pembekal perkhidmatan Internet disediakan (eg: TMNet, P1 WIMAX, YES, Celcom, Maxis dll..). *Internet service providers are readily available (e.g. TMNet, P1 WIMAX, YES, Celcom, Maxis dll..).*	1	2	3	4	5	6	7
15.	Sambungan internet boleh dipercayai. *Internet connections are reliable.*	1	2	3	4	5	6	7
16.	Kelajuan internet untuk memuat turun/akses sangat pantas. *Internet downloading/access speed is fast.*	1	2	3	4	5	6	7
17.	E-dagang melibatkan kos permulaan yang rendah. *E-commerce involves low initial set-up costs.*	1	2	3	4	5	6	7
18.	E-dagang melibatkan kos penyelenggaraan yang rendah. *E-commerce involves low maintenance costs.*	1	2	3	4	5	6	7
19.	E-dagang melibatkan kos akses yang rendah. *E-commerce involves low access costs.*	1	2	3	4	5	6	7
20.	E-dagang meningkatkan risiko capaian yang tidak dibenarkan. *E-commerce increases the risk of unauthorized access.*	1	2	3	4	5	6	7
21.	Pembayaran dalam talian menimbulkan risiko keselamatan. *Online payments pose security risks.*	1	2	3	4	5	6	7
22.	Virus komputer menimbulkan risiko besar kepada firma kami. *Computer viruses pose a considerable risk to our firm.*	1	2	3	4	5	6	7
23.	Firma kami memperuntukkan dana yang mencukupi untuk melaksanakan e-dagang. *Our firm provides adequate funding for implementing e-commerce.*	1	2	3	4	5	6	7
24.	Infrastruktur IT adalah mencukupi untuk menyokong e-dagang. *IT infrastructure is adequate to support e-commerce.*	1	2	3	4	5	6	7

25.	Tenaga kerja yang kompeten diperlukan untuk mengurus aplikasi-aplikasi e-dagang. *Competent manpower is needed to manage e-commerce applications.*	1	2	3	4	5	6	7
26.	Penggunaan e-dagang adalah selaras dengan strategi perniagaan firm kami. *Adoption of e-commerce is aligned with our firm's business strategy.*	1	2	3	4	5	6	7
27.	Penggunaan e-dagang adalah selaras dengan strategi pemasaran firma kami. *Adoption of e-commerce is aligned with our firm's marketing strategy.*	1	2	3	4	5	6	7
28.	Firma kami mempunyai tradisi untuk mencuba pembangunan teknologi perniagaan baru. *Our firm has a tradition of trying out new business technological developments.*	1	2	3	4	5	6	7
29.	Firma kami mengikuti perkembangan pembangunan teknologi terkini. *Our firm keeps abreast with the latest technological developments.*	1	2	3	4	5	6	7
30.	Firma kami merasakan penggunaan e-dagang adalah sukarela dan bukan wajib. *Our firm feels that the use of e-commerce is voluntary and not compulsory.*	1	2	3	4	5	6	7
31.	Pakar luar e-dagang disediakan. *External e-commerce expertise is readily available.*	1	2	3	4	5	6	7
32.	Latihan luar e-dagang disediakan. *External training in e-commerce is readily available.*	1	2	3	4	5	6	7
33.	Sokongan kerajaan untuk e-dagang disediakan. *Government support for e-commerce is readily available.*	1	2	3	4	5	6	7

Tiada Tekanan Secara Menyeluruh ***No Preasure At All***					**Terlalu Menekan** ***Total Insistence***
1	2	3	4	5	6	7

Sumber-sumber berikut memberi tekanan kepada penggunaan e-dagang:
(*The following sources pose a pressure to the implementation of e-commerce*:)

34.	Pelanggan-pelanggan / *Customers*	1	2	3	4	5	6	7
35.	Pembekal-pembekal / *Suppliers*	1	2	3	4	5	6	7
36.	Persaing-persaing / *Competitors*	1	2	3	4	5	6	7
37.	Kerajaan / *Government*	1	2	3	4	5	6	7

BAHAGIAN D: INOVASI
Innovation

Soalan-soalan di bawah akan menggambarkan **inovasi** menurut perspektif firma anda. Sila jawab semua soalan berikut dengan membulatkan skala yang berkaitan.

*(The questionnaire is to describe your firm's **innovation**. Please answer all items and circle the appropriate scales).*

Sila gunakan skala berikut (*Use the following rating scale*):

Sangat Tidak Setuju ***Strongly Disagree***						**Sangat setuju** ***Strongly Agree***
1	2	3	4	5	6	7

38.	Firma kami sering mencuba idea-idea baru. *Our firm frequently tries out new ideas.*	1	2	3	4	5	6	7
39.	Firma kami memperkenalkan barisan produk, perkhidmatan-perkhidmatan, proses-proses atau organisasi/ sistem-sistem pengurusan baru. *Our firm introduces a number of new products lines, services, processes or organization/ management systems.*	1	2	3	4	5	6	7
40.	Firma kami adalah yang terawal memasarkan produk-produk atau perkhidmatan-perkhidmatan baru. *Our firm is first to market with new products or services.*	1	2	3	4	5	6	7
41.	Pihak pengurusan firma kami selalu mencari cara-cara baru untuk melaksanakan sesuatu perkara. *Our management always seeks out new ways to do things*	1	2	3	4	5	6	7
42.	Firma kami adalah kreatif dalam kaedah-kaedah operasi. *Our firm is creative in its methods of operations.*	1	2	3	4	5	6	7
43.	Firma kami menggunakan teknologi-teknologi terkini. *Our firm uses up-to-date technologies.*	1	2	3	4	5	6	7
44.	Firma kami membangunkan segmen-segmen pasaran baru. *Our firm develops new market segments.*	1	2	3	4	5	6	7
45.	Firma kami menggunakan kaedah-kaedah pemasaran baru. *Our firm uses new marketing methods.*	1	2	3	4	5	6	7
46.	Firma kami membangunkan cara-cara yang baru untuk mewujudkan hubungan dengan pelanggan. *Our firm develops new ways of establishing relationships with customers.*	1	2	3	4	5	6	7

47.	Firma kami membelanjakan dana untuk penyelidikan dan produk, perkhidmatan dan proses baru. *Our firm spends resources on research and development and development for new products, services or processes.*	1	2	3	4	5	6	7

BAHAGIAN E: KELEBIHAN DAYA SAING
Competitive Advantage

Pernyataan-pernyataan di bawah menggambarkan situasi firma anda dalam menghadapi **kelebihan daya saing** dalam industri yang diceburi. Sila jawab semua soalan tersebut dengan membulatkan skala yang berkaitan.

*(The following statements describe your firm situation to face **competitive advantage** in your industry. Please answer all items and circle the appropriate scales).*

Sila gunakan skala berikut (*Use the following rating scale*):

Sangat Tidak Setuju ***Strongly Disagree***						**Sangat Setuju** ***Strongly Agree***
1	2	3	4	5	6	7

48.	Produk-produk kami adalah sukar ditiru oleh pesaing-pesaing. *Our products are difficult for competitors to copy.*	1	2	3	4	5	6	7
49.	Reka bentuk-reka bentuk produk kami adalah unik. *Our product designs are unique.*	1	2	3	4	5	6	7
50.	Produk-produk kami tidak mempunyai kelebihan yang ketara berbanding dengan produk-produk pesaing-pesaing kami. *Our products do not have a significant advantage over those of our competitors.*	1	2	3	4	5	6	7
51.	Keupayaan kami untuk mengesan perubahan dalam keperluan-keperluan dan kehendak-kehendak pelanggan adalah baik. *Our ability to track changes in customer needs and wants is good.*	1	2	3	4	5	6	7
52.	Analisis kami terhadap kepuasan pelanggan dengan produk-produk pesaing-pesaing adalah baik. *Our analysis of customer satisfaction with the competitors' products is good.*	1	2	3	4	5	6	7
53.	Pengawasan kami terhadap pesaing-pesaing adalah baik. *Our surveillance of competitors is good.*	1	2	3	4	5	6	7
54.	Maklumat strategik mengenai para pelanggan dan pesaing kami digunakan dalam perancangan strategik adalah baik. *Our collection of strategic information about customers and competitors for use with strategic planning is good.*	1	2	3	4	5	6	7

Pernyataan-pernyataan di bawah menggambarkan situasi firma anda dalam menghadapi **tindak balas pasaran pelanggan dan pesaing** dalam industri.

(*The following statements describe your firm situation to* ***responsiveness of market customers and competitors*** *in your industry*)

Sangat Teruk ***Too Bad***						**Sangat Baik** ***Too Good***
1	2	3	4	5	6	7

55.	Kepantasan tindak balas untuk memenuhi keperluan dan kehendak pelanggan? *Quickness of response to meeting change in customer needs and wants?*	1	2	3	4	5	6	7
56.	Tindak balas kepada aduan-aduan pelanggan? *Response to customer complaints?*	1	2	3	4	5	6	7
57.	Usaha-usaha untuk membuat perubahan produk/perkhidmatan bagi mengatasi masalah tidak puas hati pelanggan dengan produk-produk sedia ada? *Efforts to make product/service changes to overcome customer dissatisfaction with existing products?*	1	2	3	4	5	6	7
58.	Kelajuan penyebaran maklumat dalaman mengenai pesaing-pesaing? *Speed of dissemination of information in-house about competitors?*	1	2	3	4	5	6	7
59.	Tindak balas terhadap pergerakan persaingan di dalam pasaran? *Response to competitive moves in the market places?*	1	2	3	4	5	6	7

BAHAGIAN F: PRESTASI PERNIAGAAN
Business Performance

Pernyataan-pernyataan berikut merujuk kepada **prestasi perniagaan** firma anda berdasarkan kepada rekod tiga (3) tahun lepas. Sila jawab semua soalan tersebut dengan membulatkan skala yang berkaitan.

*(The following statements describe your **business's performance** over the last three (3) years. Please answer all items and circle the appropriate scales).*

Sila gunakan skala berikut (*Use the following rating scale*):

Semua Tidak Memuaskan *Not At All Satisfactory*						**Cemerlang** *Outstanding*
1	2	3	4	5	6	7

60.	Kadar pertumbuhan jualan. *Sales growth rate.*	1	2	3	4	5	6	7
61.	Penguasaan terhadap pasaran. *Market share.*	1	2	3	4	5	6	7
62.	Keuntungan operasi. *Operating profit.*	1	2	3	4	5	6	7
63.	Keuntungan kepada nisbah jualan. *Profits to sales ratio.*	1	2	3	4	5	6	7
64.	Aliran tunai daripada operasi. *Cash flow from operations.*	1	2	3	4	5	6	7
65.	Pulangan ke atas pelaburan. *Return on investment.*	1	2	3	4	5	6	7
66.	Pembangunan produk baru. *New product development.*	1	2	3	4	5	6	7
67.	Pembangunan pasaran. *Market development.*	1	2	3	4	5	6	7
68.	Aktiviti-aktiviti pembangunan dan penyelidikan. *Research & development activities.*	1	2	3	4	5	6	7
69.	Program-program pengurangan kos. *Cost reduction programs*	1	2	3	4	5	6	7
70.	Pembangunan kakitangan. *Personnel development.*	1	2	3	4	5	6	7

Terima Kasih Atas Kerjasama Anda
Thank You for Your Cooperation

LAMPIRAN C

KEPUTUSAN ANALISIS KEBOLEHPERCAYAAN

ADOPSI ICT

FAKTOR TEKNOLOGI

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.963	.963	9

Inter-Item Correlation Matrix

	Fteknologi 14	Fteknologi 15	Fteknologi 16	Fteknologi 17	Fteknologi 18	Fteknologi 19	Fteknologi 20	Fteknologi 21	Fteknologi 22
Fteknologi14	1.000	.824	.818	.705	.711	.740	.710	.697	.729
Fteknologi15	.824	1.000	.836	.747	.649	.702	.765	.731	.773
Fteknologi16	.818	.836	1.000	.759	.665	.717	.794	.659	.806
Fteknologi17	.705	.747	.759	1.000	.689	.822	.816	.737	.818
Fteknologi18	.711	.649	.665	.689	1.000	.711	.666	.665	.672
Fteknologi19	.740	.702	.717	.822	.711	1.000	.766	.707	.781
Fteknologi20	.710	.765	.794	.816	.666	.766	1.000	.710	.980
Fteknologi21	.697	.731	.659	.737	.665	.707	.710	1.000	.712
Fteknologi22	.729	.773	.806	.818	.672	.781	.980	.712	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Fteknologi14	41.87	65.217	.841	.781	.959
Fteknologi15	42.04	63.869	.857	.792	.958
Fteknologi16	41.99	63.182	.860	.798	.958
Fteknologi17	41.95	63.537	.868	.787	.957
Fteknologi18	41.67	67.313	.762	.609	.962
Fteknologi19	41.72	64.257	.843	.755	.958
Fteknologi20	41.87	63.749	.886	.961	.956
Fteknologi21	41.96	63.531	.791	.655	.961
Fteknologi22	41.86	63.460	.896	.963	.956

LAMPIRAN B

31 Mac 2016

Kepada sesiapa yang berkenaan

Tuan / Puan

TERJEMAHAN SOAL SELIDIK KAJIAN MENGENAI PRESTASI PERNIAGAAN KE ATAS PERUSAHAAN KECIL DAN SEDERHANA (PKS) DI MALAYSIA DARI BAHASA INGGERIS KE BAHASA MELAYU

Saya, Sander Iyakannu adalah seorang jurubahasa yang bertugas di Mahkamah Sesyen, Alor Setar Kedah telah memeriksa, menterjemah dan mengesahkan soal selidik bertajuk "Hubungan antara pengunaan teknologi maklumat dan komunikasi (ICT) dan inovasi dengan prestasi perniagaan serta pengaruh pembolehubah penyederhana kelebihan daya saing ".

Soal selidik ini telah diserahkan kepada saya oleh Nur Yuhainis Bt Ab Wahab (K/P : 800719-02-5248) yang merupakan calon PhD di Kolej Perniagaan, Universiti Utara Malaysia.

Saya percaya soal selidik yang telah diterjemah ini boleh difahami dan digunakan untuk kajian dalam bidang penggunaan ICT dan inovasi serta kelebihan daya saing terutama dalam konteks prestasi perniagaan PKS di Malaysia.

Sekian, terima kasih.

Yang benar,

.....

SANDER IYAKANNU

JURUBAHASA

MAHKAMAH SESYEN (2)

ALOR SETAR, KEDAH

FAKTOR ORGANISASI

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.936	.939	8

Inter-Item Correlation Matrix

	Forganisasi 23	Forganisasi 24	Forganisasi 25	Forganisasi 26	Forganisasi 27	Forganisasi 28	Forganisasi 29	Forganisasi 30
Forganisasi23	1.000	.858	.651	.600	.826	.627	.675	.618
Forganisasi24	.858	1.000	.744	.654	.771	.686	.725	.616
Forganisasi25	.651	.744	1.000	.857	.666	.567	.661	.680
Forganisasi26	.600	.654	.857	1.000	.628	.489	.616	.639
Forganisasi27	.826	.771	.666	.628	1.000	.586	.609	.521
Forganisasi28	.627	.686	.567	.489	.586	1.000	.597	.427
Forganisasi29	.675	.725	.661	.616	.609	.597	1.000	.794
Forganisasi30	.618	.616	.680	.639	.521	.427	.794	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Forganisasi23	40.48	33.537	.822	.820	.925
Forganisasi24	40.46	33.185	.865	.825	.922
Forganisasi25	40.74	31.271	.836	.810	.924
Forganisasi26	40.88	31.407	.768	.746	.930
Forganisasi27	40.38	33.861	.779	.725	.928
Forganisasi28	40.49	34.966	.658	.519	.936
Forganisasi29	40.81	33.569	.797	.741	.927
Forganisasi30	40.92	33.267	.728	.709	.932

FAKTOR LUARAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.942	.944	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Fluaran31	29.40	46.839	.813	.	.933
Fluaran32	29.24	45.923	.864	.	.928
Fluaran33	28.88	49.025	.801	.	.933
Fluaran34	28.79	49.299	.847	.	.930
Fluaran35	28.92	51.896	.676	.	.944
Fluaran36	28.72	51.734	.825	.	.933
Fluaran37	29.24	45.923	.864	.	.928

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Fluaran31	29.40	46.839	.813	.	.933
Fluaran32	29.24	45.923	.864	.	.928
Fluaran33	28.88	49.025	.801	.	.933
Fluaran34	28.79	49.299	.847	.	.930
Fluaran35	28.92	51.896	.676	.	.944
Fluaran36	28.72	51.734	.825	.	.933
Fluaran37	29.24	45.923	.864	.	.928

INOVASI

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.928	.930	10

Inter-Item Correlation Matrix

	Inovasi 38	Inovasi 39	Inovasi 40	Inovasi 41	Inovasi 42	Inovasi 43	Inovasi 44	Inovasi 45	Inovasi 46	Inovasi 47
Inovasi38	1.000	.706	.373	.621	.602	.470	.564	.556	.582	.505
Inovasi39	.706	1.000	.519	.691	.712	.517	.572	.601	.600	.564
Inovasi40	.373	.519	1.000	.484	.499	.419	.404	.482	.406	.330
Inovasi41	.621	.691	.484	1.000	.740	.496	.593	.627	.644	.548
Inovasi42	.602	.712	.499	.740	1.000	.596	.593	.606	.620	.589
Inovasi43	.470	.517	.419	.496	.596	1.000	.625	.580	.525	.594
Inovasi44	.564	.572	.404	.593	.593	.625	1.000	.736	.671	.611
Inovasi45	.556	.601	.482	.627	.606	.580	.736	1.000	.789	.554
Inovasi46	.582	.600	.406	.644	.620	.525	.671	.789	1.000	.545
Inovasi47	.505	.564	.330	.548	.589	.594	.611	.554	.545	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Inovasi38	43.71	73.675	.702	.563	.921
Inovasi39	44.05	71.394	.782	.672	.917
Inovasi40	44.84	75.876	.540	.353	.931
Inovasi41	43.90	72.379	.774	.650	.918
Inovasi42	44.17	73.504	.794	.674	.917
Inovasi43	44.33	75.443	.677	.518	.923
Inovasi44	44.21	74.532	.761	.643	.919
Inovasi45	44.15	72.859	.784	.721	.917
Inovasi46	43.86	73.759	.762	.680	.918
Inovasi47	44.31	72.189	.677	.508	.924

KELEBIHAN DAYA SAING

PEMBANGUNAN PRODUK BERBEZA

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.876	.879	3

Inter-Item Correlation Matrix

	PPBerbeza 48	PPBerbeza 49	PPBerbeza 50
PPBerbeza48	1.000	.744	.731
PPBerbeza49	.744	1.000	.646
PPBerbeza50	.731	.646	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PPBerbeza48	9.02	7.201	.812	.661	.782
PPBerbeza49	8.88	7.563	.744	.576	.842
PPBerbeza50	9.24	6.767	.738	.558	.853

SITUASI PASARAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.939	.939	4

Inter-Item Correlation Matrix

	SPasaran 51	SPasaran 52	SPasaran 53	SPasaran 54
SPasaran51	1.000	.909	.890	.683
SPasaran52	.909	1.000	.922	.678
SPasaran53	.890	.922	1.000	.677
SPasaran54	.683	.678	.677	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
SPasaran51	16.29	10.311	.902	.848	.904
SPasaran52	16.21	10.555	.916	.889	.900
SPasaran53	16.14	10.624	.906	.868	.903
SPasaran54	16.75	11.709	.702	.493	.967

TINDAK BALAS PASARAN PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.961	.961	3

Inter-Item Correlation Matrix

	TBPPelanggan 55	TBPPelanggan 56	TBPPelanggan 57
TBPPelanggan55	1.000	.885	.887
TBPPelanggan56	.885	1.000	.903
TBPPelanggan57	.887	.903	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TBPPelanggan55	11.41	4.996	.908	.825	.949
TBPPelanggan56	11.32	5.090	.920	.849	.940
TBPPelanggan57	11.25	5.095	.922	.852	.939

TINDAK BALAS PASARAN PESAING

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.875	.877	2

Inter-Item Correlation Matrix

	TBPPesaing 58	TBPPesaing 59
TBPPesaing58	1.000	.781
TBPPesaing59	.781	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TBPPesaing58	5.75	1.121	.781	.611	.
TBPPesaing59	5.45	1.365	.781	.611	.

PRESTASI PERNIAGAAN

Cronbach Alpha selepas 2 item Prestasi Perniagaan (Prestasi60, Prestasi61) digugurkan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.921	.922	9

Inter-Item Correlation Matrix

	Prestasi 62	Prestasi 63	Prestasi 64	Prestasi 65	Prestasi 66	Prestasi 67	Prestasi 68	Prestasi 69	Prestasi 70
Prestasi62	1.000	.777	.772	.710	.482	.518	.509	.413	.418
Prestasi63	.777	1.000	.718	.668	.448	.576	.486	.468	.501
Prestasi64	.772	.718	1.000	.693	.533	.626	.562	.443	.464
Prestasi65	.710	.668	.693	1.000	.546	.582	.472	.464	.440
Prestasi66	.482	.448	.533	.546	1.000	.703	.651	.510	.526
Prestasi67	.518	.576	.626	.582	.703	1.000	.703	.566	.608
Prestasi68	.509	.486	.562	.472	.651	.703	1.000	.664	.606
Prestasi69	.413	.468	.443	.464	.510	.566	.664	1.000	.585
Prestasi70	.418	.501	.464	.440	.526	.608	.606	.585	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Prestasi62	39.30	49.314	.725	.731	.911
Prestasi63	39.34	49.733	.735	.684	.911
Prestasi64	39.31	49.059	.765	.692	.909
Prestasi65	39.34	48.978	.723	.615	.912
Prestasi66	39.37	48.572	.697	.572	.914
Prestasi67	39.26	48.676	.784	.675	.908
Prestasi68	39.45	48.678	.743	.654	.910
Prestasi69	39.30	49.823	.648	.518	.917
Prestasi70	39.29	49.740	.653	.492	.916

LAMPIRAN D

ANALISIS FAKTOR

ADOPSI ICT

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.918
Bartlett's Test of Sphericity	Approx. Chi-Square	4535.77
	df	276
	Sig.	.000

Communalities

	Initial	Extraction
Fteknologi14	1.000	.785
Fteknologi15	1.000	.799
Fteknologi16	1.000	.798
Fteknologi17	1.000	.825
Fteknologi18	1.000	.650
Fteknologi19	1.000	.780
Fteknologi20	1.000	.838
Fteknologi21	1.000	.689
Fteknologi22	1.000	.853
Forganisasi23	1.000	.780
Forganisasi24	1.000	.829
Forganisasi25	1.000	.768
Forganisasi26	1.000	.694
Forganisasi27	1.000	.716
Forganisasi28	1.000	.590
Forganisasi29	1.000	.737
Forganisasi30	1.000	.633
Fluaran31	1.000	.769
Fluaran32	1.000	.863
Fluaran33	1.000	.755
Fluaran34	1.000	.795
Fluaran35	1.000	.569
Fluaran36	1.000	.783
f37a	1.000	.846

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	13.222	55.091	55.091	13.222	55.091	55.091	7.049	29.371	29.371
2	3.554	14.807	69.899	3.554	14.807	69.899	5.896	24.566	53.937
3	1.367	5.695	75.593	1.367	5.695	75.593	5.198	21.656	75.593
4	.821	3.421	79.015						
5	.724	3.015	82.030						
6	.568	2.368	84.398						
7	.515	2.145	86.543						
8	.450	1.873	88.416						
9	.406	1.690	90.107						
10	.342	1.424	91.530						
11	.318	1.324	92.854						
12	.257	1.071	93.925						
13	.231	.964	94.889						
14	.219	.911	95.800						
15	.179	.744	96.545						
16	.171	.712	97.256						
17	.139	.581	97.837						
18	.125	.521	98.357						
19	.118	.491	98.848						
20	.105	.440	99.288						
21	.075	.312	99.600						
22	.060	.251	99.851						
23	.020	.084	99.935						
24	.016	.065	100.000						

Extraction Method: Principal Component Analysis.

Rotated Component Matrix[a]

	Component		
	1	2	3
Fteknologi14	.815	.270	.220
Fteknologi15	.824	.208	.278
Fteknologi16	.815	.240	.274
Fteknologi17	.725	.223	.500
Fteknologi18	.701	.288	.275
Fteknologi19	.715	.260	.448
Fteknologi20	.815	.247	.335
Fteknologi21	.672	.310	.375
Fteknologi22	.820	.250	.344
Forganisasi23	.370	.793	.120
Forganisasi24	.254	.873	.050
Forganisasi25	.206	.822	.224
Forganisasi26	.152	.778	.255
Forganisasi27	.365	.757	.101
Forganisasi28	.092	.762	-.034
Forganisasi29	.146	.844	.055
Forganisasi30	.169	.751	.203
Fluaran31	.400	.094	.774
Fluaran32	.270	.104	.882
Fluaran33	.577	.074	.645
Fluaran34	.534	.218	.680
Fluaran35	.298	.142	.678
Fluaran36	.519	.320	.641
f37a	.235	.070	.886

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

INOVASI

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.928
Bartlett's Test of Sphericity	Approx. Chi-Square	1028.005
	df	45
	Sig.	.000

Communalities

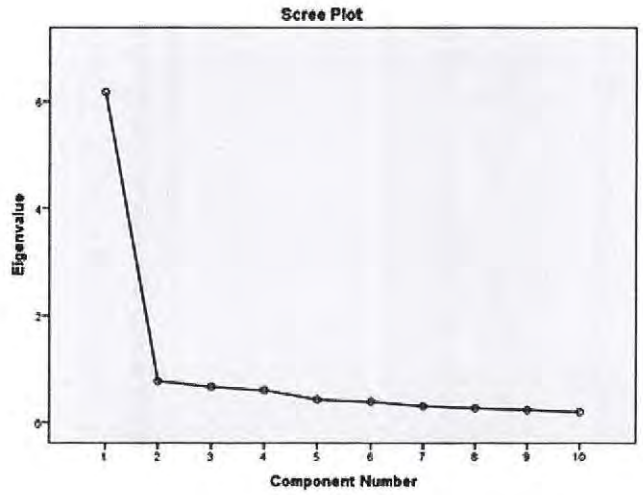
	Initial	Extraction
Inovasi38	1.000	.585
Inovasi39	1.000	.687
Inovasi40	1.000	.372
Inovasi41	1.000	.683
Inovasi42	1.000	.705
Inovasi43	1.000	.546
Inovasi44	1.000	.666
Inovasi45	1.000	.701
Inovasi46	1.000	.673
Inovasi47	1.000	.554

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	6.175	61.749	61.749	6.175	61.749	61.749
2	.772	7.719	69.468			
3	.666	6.664	76.131			
4	.600	6.002	82.133			
5	.425	4.246	86.379			
6	.383	3.834	90.212			
7	.301	3.008	93.221			
8	.261	2.613	95.833			
9	.229	2.291	98.124			
10	.188	1.876	100.000			

Extraction Method: Principal Component Analysis.



Component Matrix[a]

	Component
	1
Inovasi38	.765
Inovasi39	.829
Inovasi40	.610
Inovasi41	.826
Inovasi42	.840
Inovasi43	.739
Inovasi44	.816
Inovasi45	.838
Inovasi46	.821
Inovasi47	.744

Extraction Method: Principal Component Analysis.

a. 1 components extracted

KELEBIHAN DAYA SAING

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.793
Bartlett's Test of Sphericity	Approx. Chi-Square	1689.090
	df	66
	Sig.	.000

Communalities

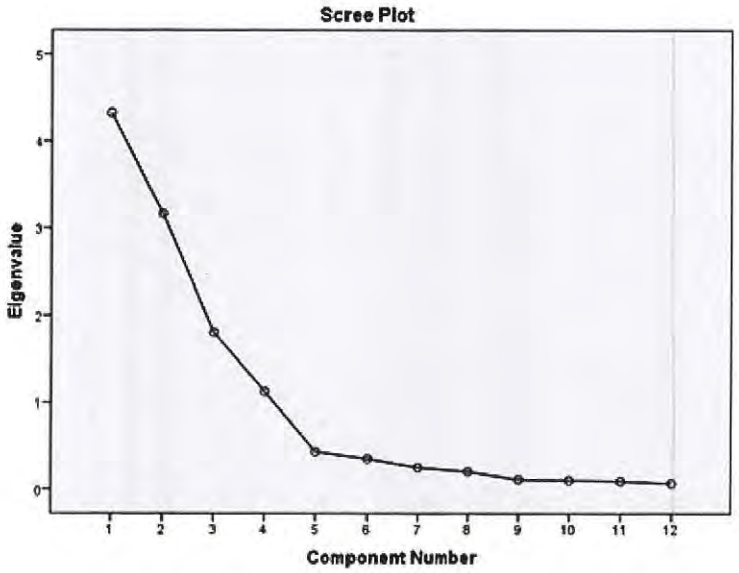
	Initial	Extraction
PPBerbeza48	1.000	.848
PPBerbeza49	1.000	.781
PPBerbeza50	1.000	.813
SPasaran51	1.000	.910
SPasaran52	1.000	.921
SPasaran53	1.000	.910
SPasaran54	1.000	.665
TBPPelanggan55	1.000	.919
TBPPelanggan56	1.000	.938
TBPPelanggan57	1.000	.934
TBPPesaing58	1.000	.889
TBPPesaing59	1.000	.895

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.327	36.062	36.062	4.327	36.062	36.062	3.399	28.322	28.322
2	3.165	26.375	62.437	3.165	26.375	62.437	2.809	23.406	51.728
3	1.807	15.057	77.494	1.807	15.057	77.494	2.422	20.180	71.908
4	1.124	9.364	86.859	1.124	9.364	86.859	1.794	14.950	86.859
5	.429	3.575	90.433						
6	.345	2.876	93.309						
7	.246	2.052	95.361						
8	.198	1.648	97.009						
9	.108	.900	97.909						
10	.098	.816	98.724						
11	.089	.741	99.465						
12	.064	.535	100.000						

Extraction Method: Principal Component Analysis.



Rotated Component Matrix[a]

	Component			
	1	2	3	4
PPBerbeza48	.035	.366	.843	.048
PPBerbeza49	.033	.307	.828	.002
PPBerbeza50	.079	.152	.883	.067
SPasaran51	.952	.034	-.004	.058
SPasaran52	.956	.047	.056	-.046
SPasaran53	.949	.059	.074	.038
SPasaran54	.812	.025	.042	-.056
TBPPelanggan55	.079	.893	.339	.032
TBPPelanggan56	.038	.934	.251	-.026
TBPPelanggan57	.042	.938	.229	-.004
TBPPesaing58	.025	-.013	.075	.939
TBPPesaing59	-.036	.012	.016	.945

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 5 iterations.

PRESTASI PERNIAGAAN

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.904
Bartlett's Test of Sphericity	Approx. Chi-Square	949.045
	df	36
	Sig.	.000

Communalities

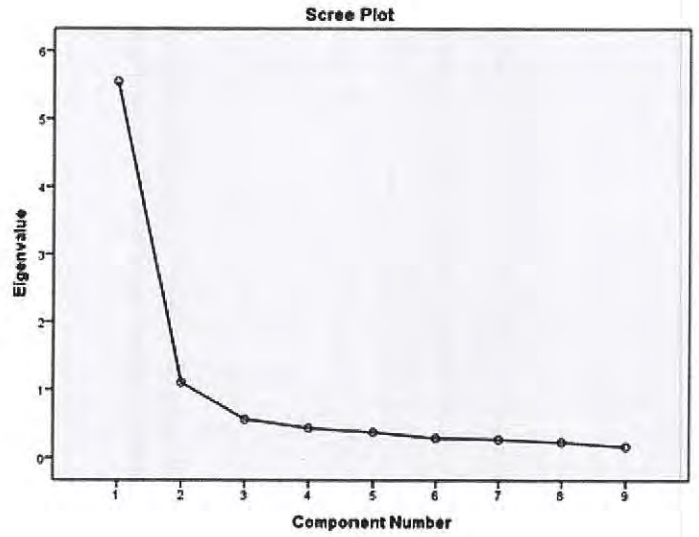
	Initial	Extraction
Prestasi62	1.000	.637
Prestasi63	1.000	.645
Prestasi64	1.000	.687
Prestasi65	1.000	.629
Prestasi66	1.000	.582
Prestasi67	1.000	.697
Prestasi68	1.000	.638
Prestasi69	1.000	.512
Prestasi70	1.000	.521

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5.548	61.647	61.647	5.548	61.647	61.647
2	1.104	12.262	73.909			
3	.564	6.269	80.178			
4	.437	4.860	85.038			
5	.378	4.200	89.238			
6	.292	3.249	92.487			
7	.275	3.051	95.538			
8	.233	2.594	98.132			
9	.168	1.868	100.000			

Extraction Method: Principal Component Analysis.



Component Matrix[a]

	Component
	1
Prestasi62	.798
Prestasi63	.803
Prestasi64	.829
Prestasi65	.793
Prestasi66	.763
Prestasi67	.835
Prestasi68	.799
Prestasi69	.716
Prestasi70	.721

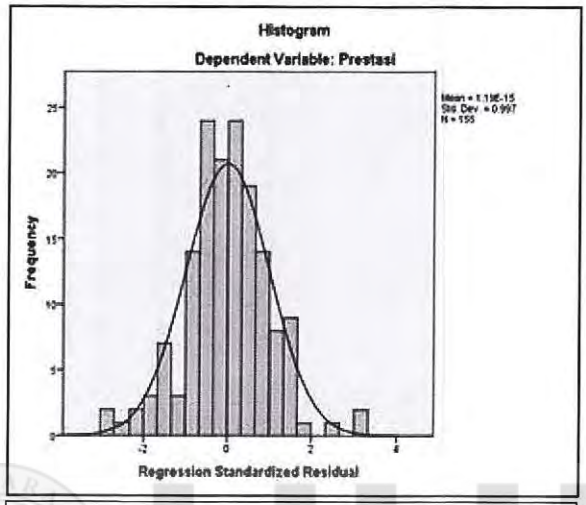
Extraction Method: Principal Component Analysis.

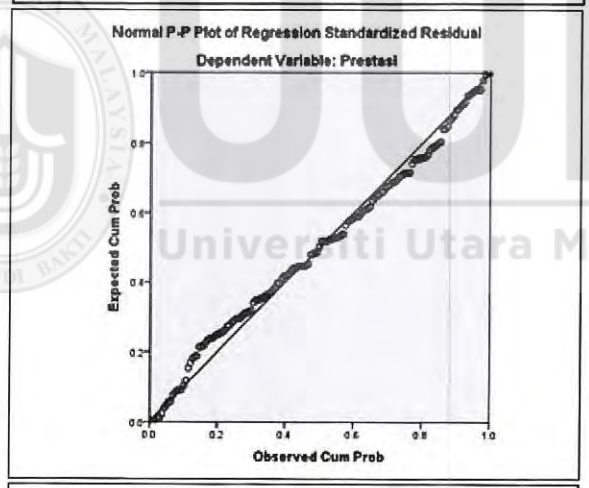
a. 1 components extracted.

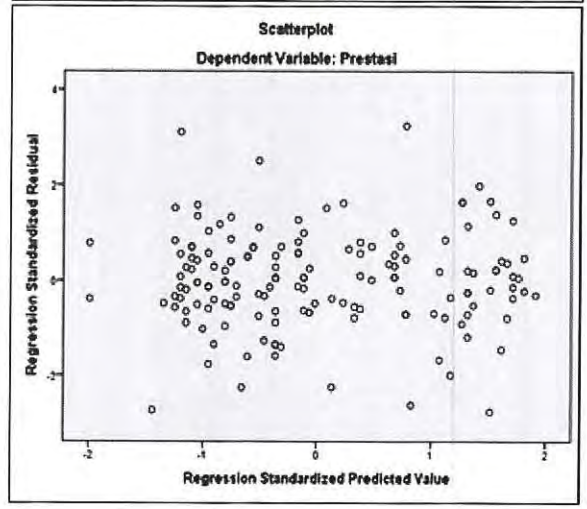
LAMPIRAN E

PLOT ANDAIAN-ANDAIAN MULTIVARIAT

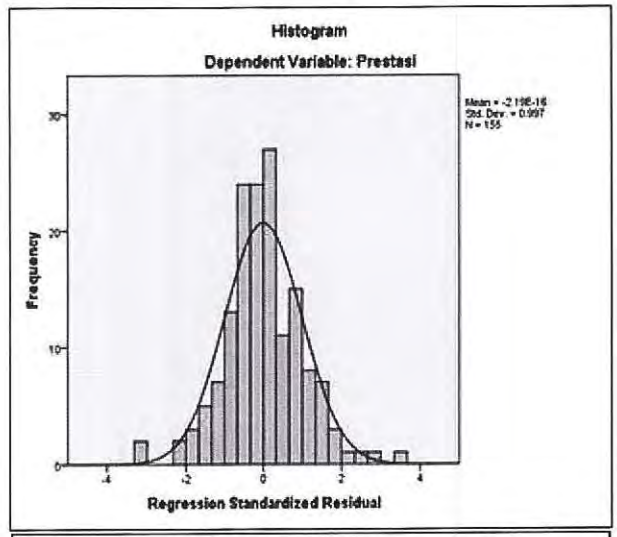
Hubungan antara Adopsi ICT dan Prestasi Perniagaan

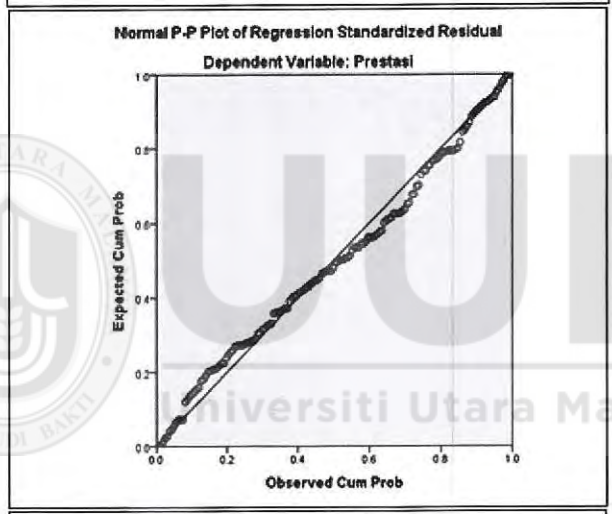


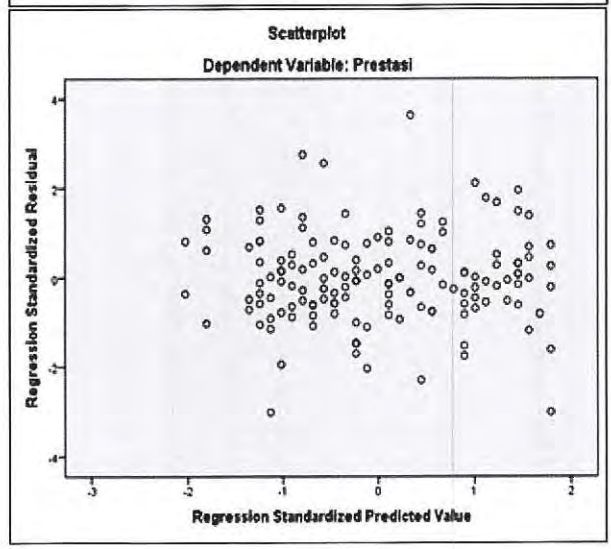




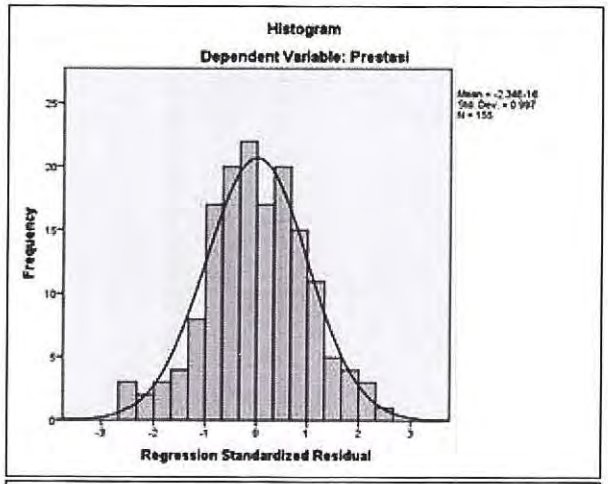
Hubungan antara Faktor Teknologi dan Prestasi Perniagaan

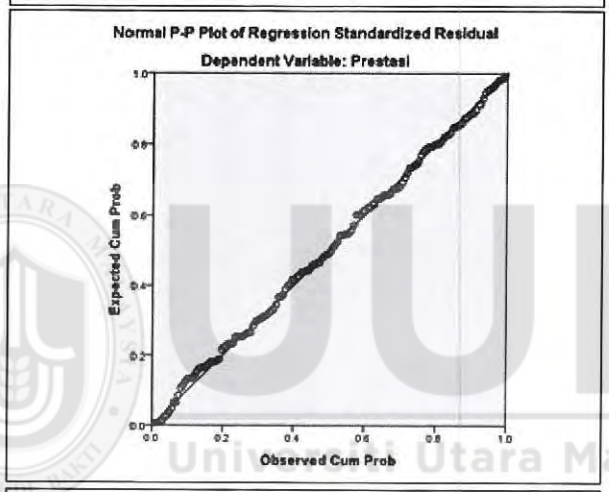


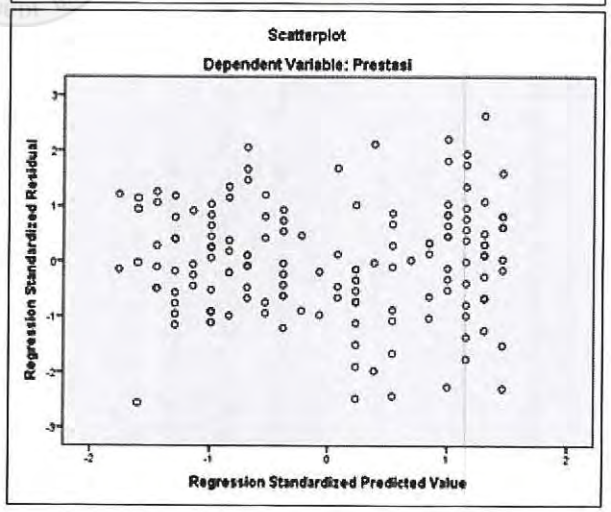




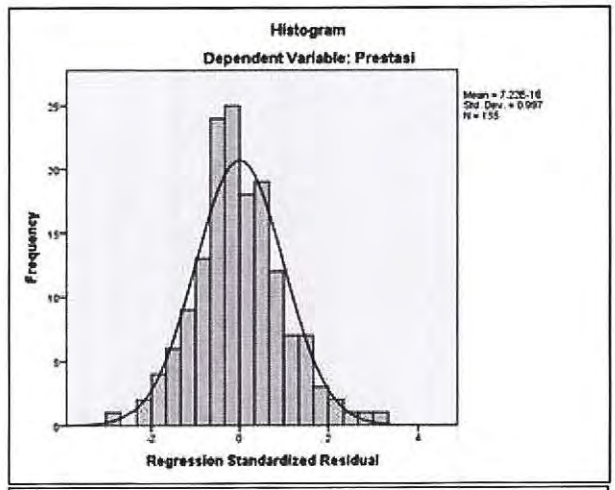
Hubungan antara Faktor Organisasi dan Prestasi Perniagaan

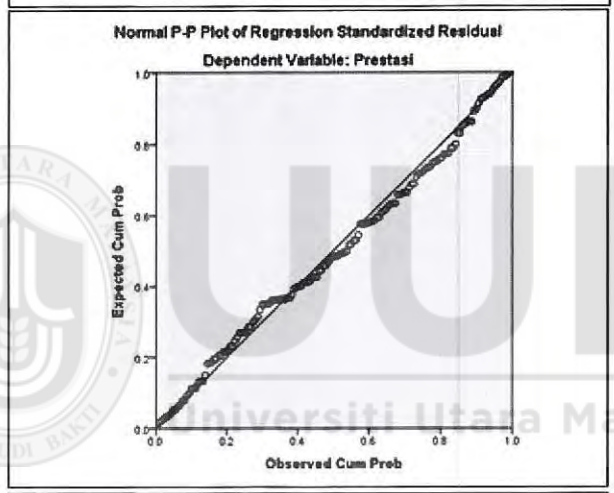


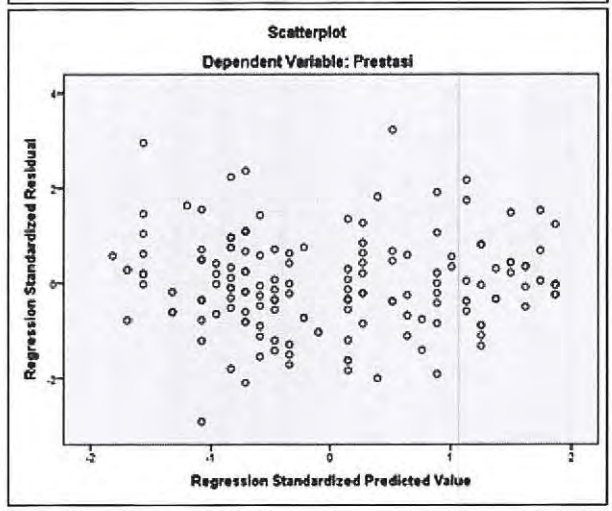




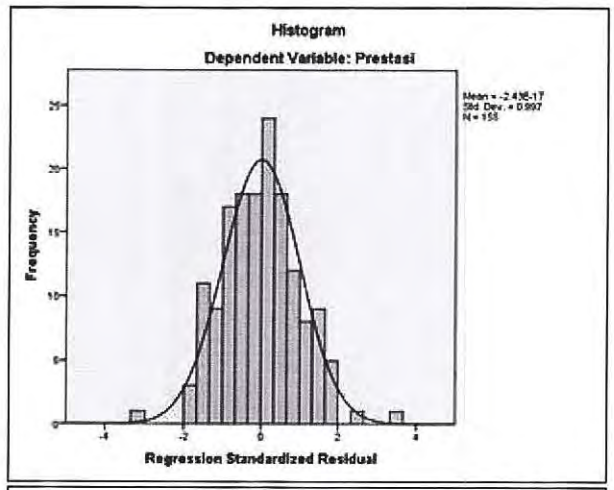
Hubungan antara Faktor Luaran dan Prestasi Perniagaan

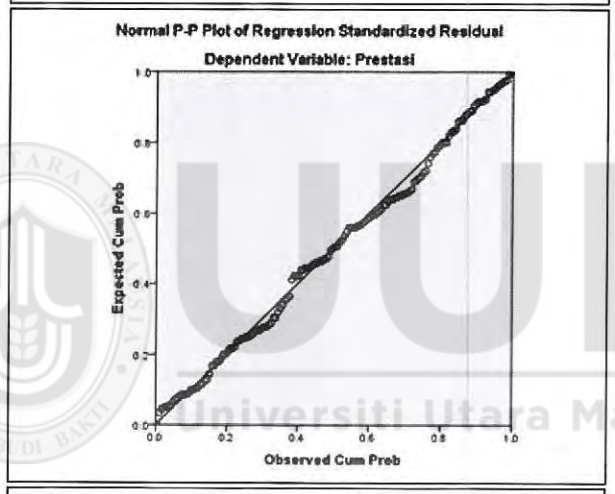


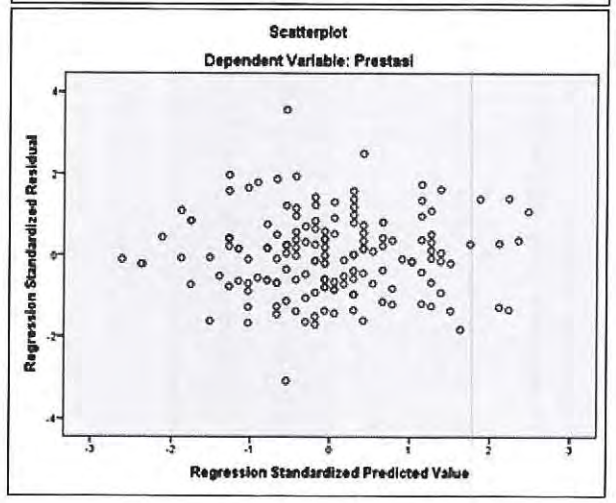




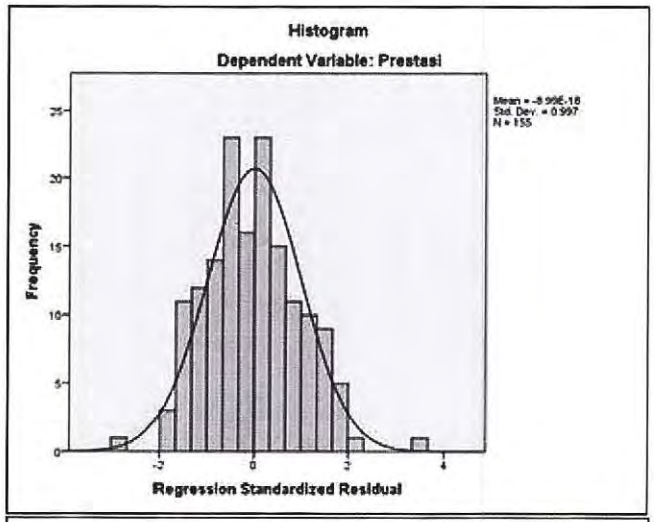
Hubungan antara Kelebihan Daya Saing dan Prestasi Perniagaan

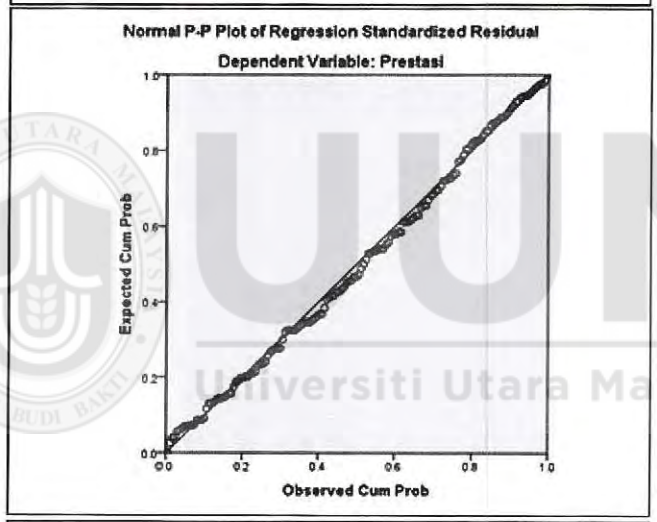


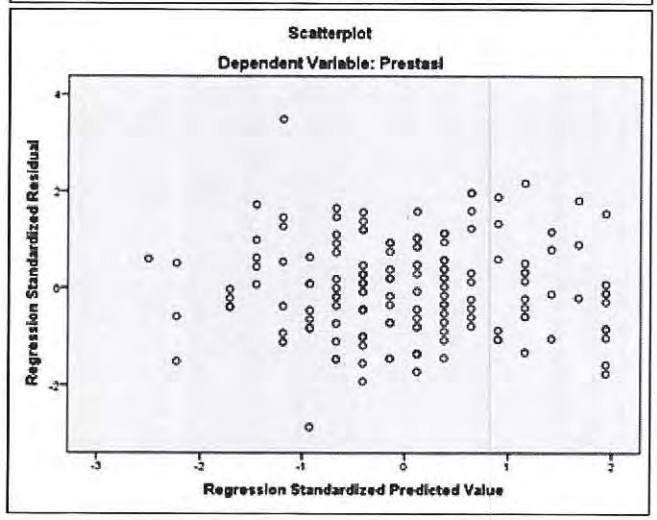




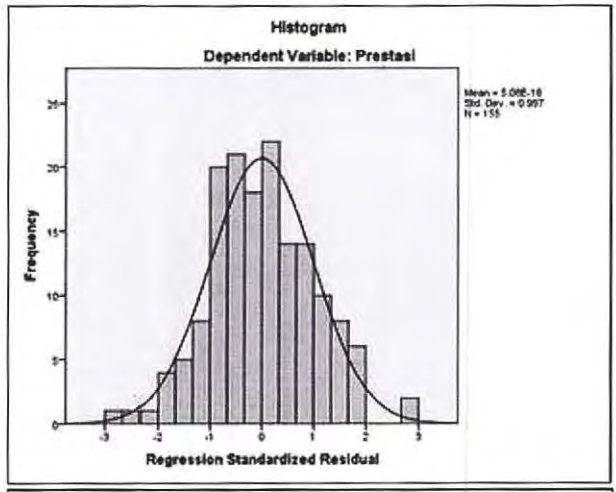
Hubungan antara Pembangunan Produk Berbeza dan Prestasi Perniagaan

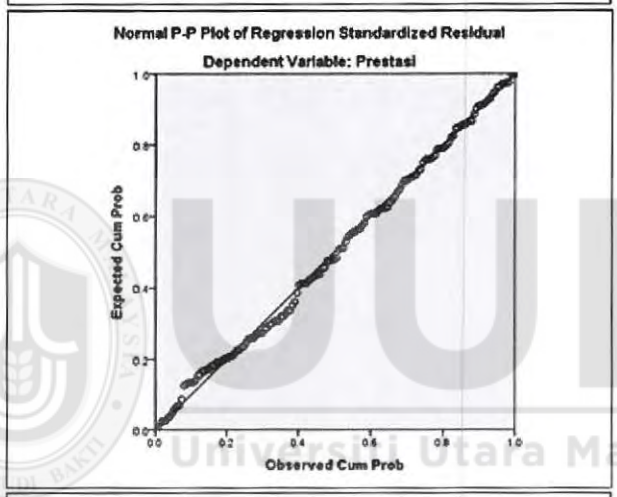


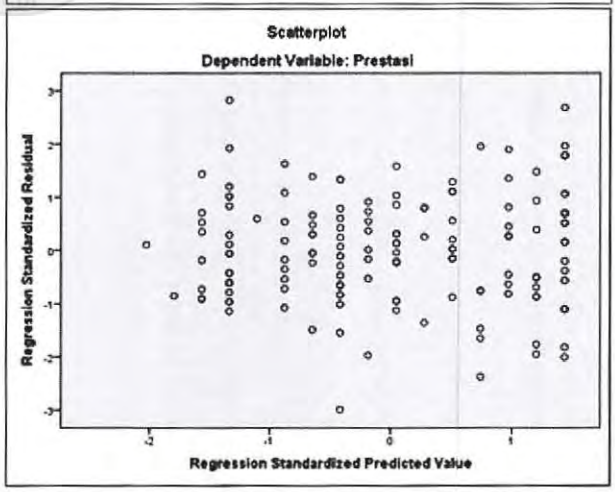




Hubungan antara Situasi Pasaran dan Prestasi Perniagaan







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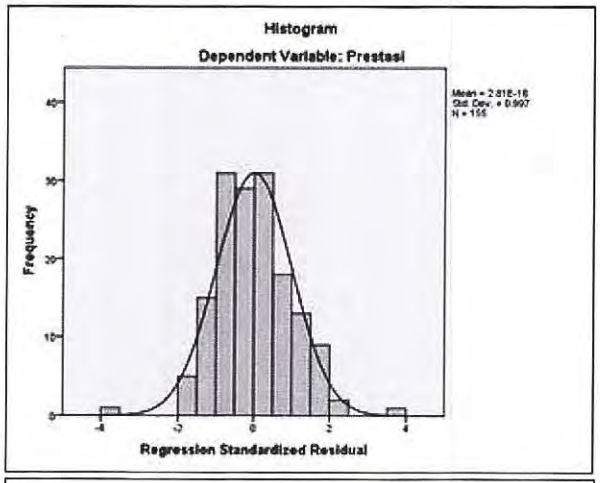
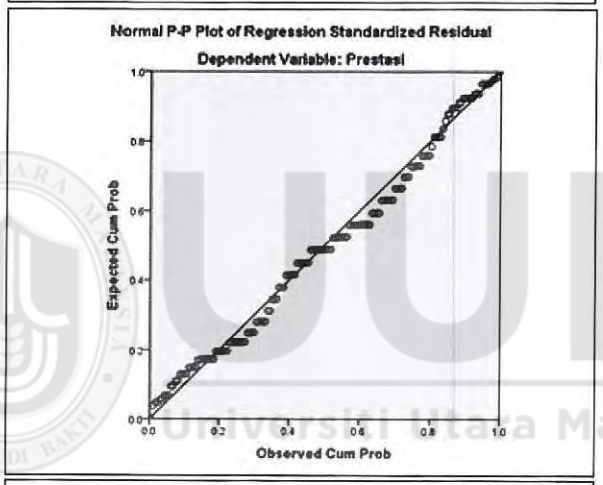
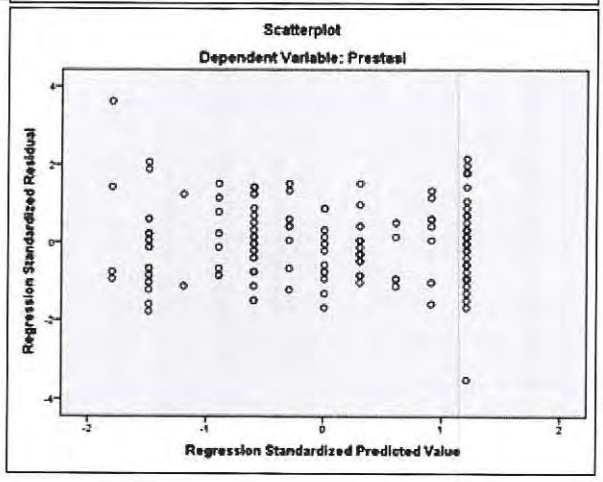
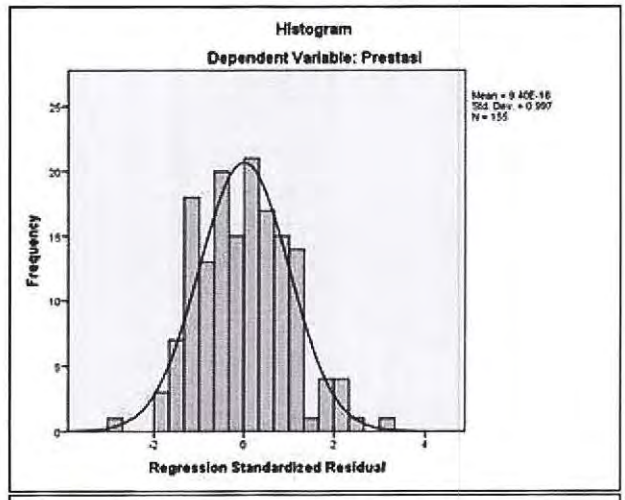
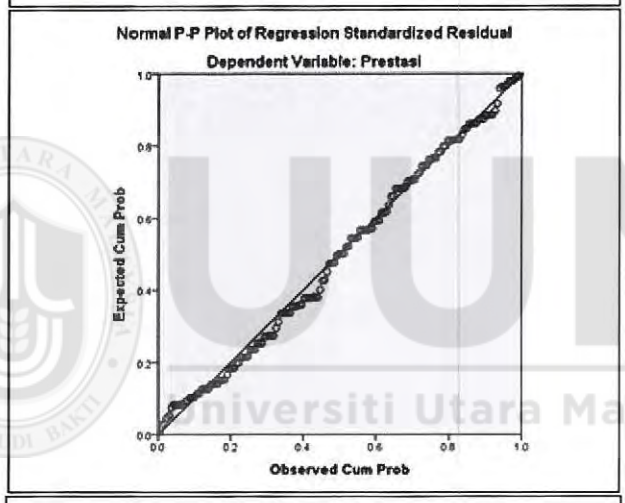


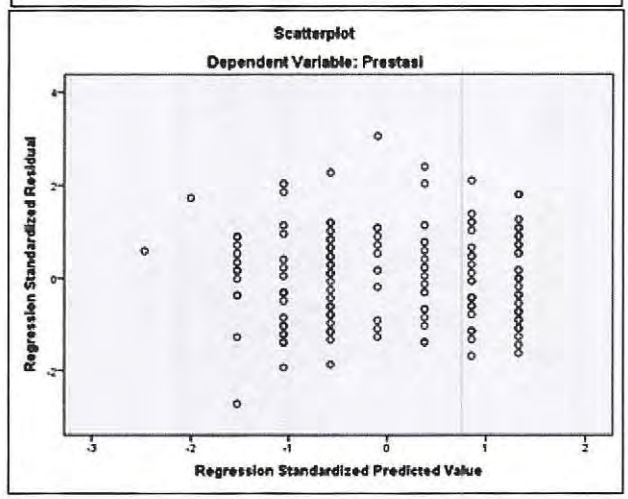




Hubungan antara Tindak Balas Pasaran Pesaing dan Prestasi Perniagaan







LAMPIRAN F

ANALISIS KOLERASI

Correlations

		Prestasi	ICT	Teknologi	Organisasi	Luaran	Inovasi	Dayasaing	PPBeza	SPasaran	TBPPelanggan	TBPPesaing
Prestasi	Pearson Correlation	1	.660**	.660**	.439**	.566**	.275**	.447**	.310**	.239**	.290**	.242**
	Sig. (2-tailed)		.000	.000	.000	.000	.001	.000	.000	.003	.000	.002
	N	155	155	155	155	155	155	155	155	155	155	155
ICT	Pearson Correlation	.660**	1	.933**	.731**	.878**	-.072	.081	-.041	.133	.005	.111
	Sig. (2-tailed)	.000		.000	.000	.000	.374	.317	.612	.099	.953	.171
	N	155	155	155	155	155	155	155	155	155	155	155
Teknologi	Pearson Correlation	.660**	.933**	1	.553**	.782**	-.038	.089	-.017	.081	.054	.126
	Sig. (2-tailed)	.000	.000		.000	.000	.639	.273	.836	.314	.508	.118
	N	155	155	155	155	155	155	155	155	155	155	155

Organisasi	Pearson Correlation	.439**	.731**	.553**	1	.409**	-.069	.061	-.064	.188*	-.049	.044
	Sig. (2-tailed)	.000	.000	.000		.000	.394	.452	.428	.019	.548	.583
	N	155	155	155	155	155	155	155	155	155	155	155
Luaran	Pearson Correlation	.566**	.878**	.782**	.409**	1	-.082	.055	-.032	.091	-.008	.101
	Sig. (2-tailed)	.000	.000	.000	.000		.312	.494	.690	.261	.924	.210
	N	155	155	155	155	155	155	155	155	155	155	155
Inovasi	Pearson Correlation	.275**	-.072	-.038	-.069	-.082	1	-.068	.049	-.178*	-.002	.014
	Sig. (2-tailed)	.001	.374	.639	.394	.312		.402	.546	.027	.984	.859
	N	155	155	155	155	155	155	155	155	155	155	155
Dayasaing	Pearson Correlation	.447**	.081	.089	.061	.055	-.068	1	.738**	.579**	.693**	.294**
	Sig. (2-tailed)	.000	.317	.273	.452	.494	.402		.000	.000	.000	.000
	N	155	155	155	155	155	155	155	155	155	155	155
PPBeza	Pearson Correlation	.310**	-.041	-.017	-.064	-.032	.049	.738**	1	.061	.551**	.081
	Sig. (2-tailed)	.000	.612	.836	.428	.690	.546	.000		.454	.000	.318
	N	155	155	155	155	155	155	155	155	155	155	155
SPasaran	Pearson Correlation	.239**	.133	.081	.188*	.091	-.178*	.579**	.061	1	.065	.002
	Sig. (2-tailed)	.003	.099	.314	.019	.261	.027	.000	.454		.423	.982
	N	155	155	155	155	155	155	155	155	155	155	155

TBPPelanggan	Pearson Correlation	.290**	.005	.054	-.049	-.008	-.002	.693**	.551**	.065	1	.005
	Sig. (2-tailed)	.000	.953	.508	.548	.924	.984	.000	.000	.423		.954
	N	155	155	155	155	155	155	155	155	155	155	155
TBPPesaing	Pearson Correlation	.242**	.111	.126	.044	.101	.014	.294**	.081	.002	.005	1
	Sig. (2-tailed)	.002	.171	.118	.583	.210	.859	.000	.318	.982	.954	
	N	155	155	155	155	155	155	155	155	155	155	155

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

LAMPIRAN G

ANALISIS REGRESI BERHIERARKI

KELEBIHAN DAYA SAING

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.435	.432	.39005	.435	118.012	1	153	.000	
2	.769[b]	.592	.586	.33276	.156	58.218	1	152	.000	
3	.769[c]	.592	.584	.33379	.000	.059	1	151	.809	1.443

a. Predictors: (Constant), ICT

b. Predictors: (Constant), ICT, dsaing

c. Predictors: (Constant), ICT, dsaing, ICT_x_dayasaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.048	.200		15.221	.000
	ICT	.405	.037	.660	10.863	.000
2	(Constant)	1.575	.258		6.108	.000
	ICT	.385	.032	.628	12.075	.000
	dsaing	.298	.039	.397	7.630	.000
3	(Constant)	1.563	.263		5.938	.000
	ICT	.386	.032	.628	12.037	.000
	dsaing	.298	.039	.396	7.596	.000
	ICT_x_dayasaing	.011	.047	.013	.243	.809

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001
2	.542[b]	.294	.285	.43758	.218	47.000	1	152	.000
3	.550[c]	.302	.288	.43653	.008	1.734	1	151	.190

a. Predictors: (Constant), Inovasi

b. Predictors: (Constant), Inovasi, dsaing

c. Predictors: (Constant), Inovasi, dsaing, innovasi_x_dayasaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001
2	(Constant)	2.501	.341		7.336	.000
	Inovasi	.168	.037	.307	4.496	.000
	dsaing	.352	.051	.468	6.856	.000
3	(Constant)	2.428	.345		7.047	.000
	Inovasi	.169	.037	.307	4.512	.000
	dsaing	.350	.051	.465	6.827	.000
	innovasi_x_dayasaing	.082	.062	.090	1.317	.190

a. Dependent Variable: Prestasi

PEMBANGUNAN PRODUK BERBEZA

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.436	.432	.38981	.436	118.346	1	153	.000	
2	.734[b]	.539	.533	.35348	.103	34.060	1	152	.000	
3	.737[c]	.543	.534	.35337	.003	1.096	1	151	.297	1.697

a. Predictors: (Constant), Teknologi

b. Predictors: (Constant), Teknologi, PPBeza

c. Predictors: (Constant), Teknologi, PPBeza, tekno_x_PPBeza

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.390	.169		20.054	.000
	Teknologi	.346	.032	.660	10.879	.000
2	(Constant)	2.787	.185		15.074	.000
	Teknologi	.348	.029	.666	12.093	.000
	PPBeza	.130	.022	.321	5.836	.000
3	(Constant)	2.772	.185		14.961	.000
	Teknologi	.347	.029	.663	12.030	.000
	PPBeza	.135	.023	.334	5.928	.000
	tekno_x_PPBeza	.032	.031	.059	1.047	.297

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.439[a]	.192	.187	.46655	.192	36.423	1	153	.000	
2	.554[b]	.307	.298	.43351	.115	25.205	1	152	.000	
3	.555[c]	.308	.294	.43468	.001	.185	1	151	.667	1.822

a. Predictors: (Constant), organisasi

b. Predictors: (Constant), organisasi, PPBeza

c. Predictors: (Constant), organisasi, PPBeza, orga_x_PPBeza

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.582	.270		13.261	.000
	organisasi	.278	.046	.439	6.035	.000
2	(Constant)	2.880	.287		10.024	.000
	organisasi	.292	.043	.460	6.803	.000
	PPBeza	.138	.027	.340	5.020	.000
3	(Constant)	2.856	.294		9.725	.000
	organisasi	.294	.043	.464	6.783	.000
	PPBeza	.137	.027	.339	4.993	.000
	orga_x_PPBeza	.012	.027	.029	.431	.667

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.566[a]	.320	.316	.42796	.320	72.127	1	153	.000	
2	.655[b]	.428	.421	.39377	.108	28.719	1	152	.000	
3	.655[c]	.428	.417	.39505	.000	.013	1	151	.908	1.636

a. Predictors: (Constant), luaran

b. Predictors: (Constant), luaran, PPBeza

c. Predictors: (Constant), luaran, PPBeza, luaran_x_PPBeza

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.982	.147		27.065	.000
	luaran	.252	.030	.566	8.493	.000
2	(Constant)	3.357	.179		18.790	.000
	luaran	.256	.027	.577	9.399	.000
	PPBeza	.133	.025	.329	5.359	.000
3	(Constant)	3.356	.179		18.702	.000
	luaran	.257	.028	.577	9.320	.000
	PPBeza	.133	.025	.328	5.321	.000
	luaran_x_PPBeza	-.004	.034	-.007	-.116	.908

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001	
2	.405[b]	.164	.153	.47618	.088	16.046	1	152	.000	
3	.407[c]	.165	.149	.47741	.001	.219	1	151	.641	1.877

a. Predictors: (Constant), Inovasi

b. Predictors: (Constant), Inovasi, PPBeza

c. Predictors: (Constant), Inovasi, PPBeza, inno_x_PPBeza

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001
2	(Constant)	3.944	.241		16.399	.000
	Inovasi	.143	.041	.261	3.513	.001
	PPBeza	.120	.030	.297	4.006	.000
3	(Constant)	3.936	.242		16.283	.000
	Inovasi	.146	.041	.266	3.535	.001
	PPBeza	.119	.030	.294	3.930	.000
	inno_x_PPBeza	.018	.038	.035	.468	.641

a. Dependent Variable: Prestasi

SITUASI PASARAN

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.436	.432	.38981	.436	118.346	1	153	.000	
2	.686[b]	.471	.464	.37887	.035	9.965	1	152	.002	
3	.693[c]	.481	.471	.37652	.010	2.902	1	151	.091	1.720

a. Predictors: (Constant), Teknologi

b. Predictors: (Constant), Teknologi, SPasaran

c. Predictors: (Constant), Teknologi, SPasaran, tekno_x_SPasar

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.390	.169		20.054	.000
	Teknologi	.346	.032	.660	10.879	.000
2	(Constant)	2.945	.216		13.616	.000
	Teknologi	.338	.031	.645	10.899	.000
	SPasaran	.089	.028	.187	3.157	.002
3	(Constant)	2.977	.216		13.797	.000
	Teknologi	.332	.031	.635	10.724	.000
	SPasaran	.088	.028	.184	3.130	.002
	tekno_x_SPasar	.051	.030	.101	1.704	.091

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.439[a]	.192	.187	.46655	.192	36.423	1	153	.000	
2	.467[b]	.218	.208	.46063	.026	4.957	1	152	.027	
3	.467[c]	.219	.203	.46193	.001	.143	1	151	.706	1.842

a. Predictors: (Constant), organisasi

b. Predictors: (Constant), organisasi, SPasaran

c. Predictors: (Constant), organisasi, SPasaran, orga_x_SPasar

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.582	.270		13.261	.000
	organisasi	.278	.046	.439	6.035	.000
2	(Constant)	3.272	.301		10.875	.000
	organisasi	.259	.046	.408	5.584	.000
	SPasaran	.078	.035	.163	2.226	.027
3	(Constant)	3.282	.303		10.837	.000
	organisasi	.257	.047	.406	5.533	.000
	SPasaran	.077	.035	.160	2.183	.031
	orga_x_SPasar	.014	.038	.027	.379	.706

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.566[a]	.320	.316	.42796	.320	72.127	1	153	.000	
2	.597[b]	.356	.348	.41795	.036	8.410	1	152	.004	
3	.606[c]	.368	.355	.41557	.012	2.750	1	151	.099	1.596

a. Predictors: (Constant), luaran

b. Predictors: (Constant), luaran, SPasaran

c. Predictors: (Constant), luaran, SPasaran, luar_x_SPasar

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.982	.147		27.065	.000
	luaran	.252	.030	.566	8.493	.000
2	(Constant)	3.526	.213		16.557	.000
	luaran	.244	.029	.549	8.397	.000
	SPasaran	.090	.031	.190	2.900	.004
3	(Constant)	3.543	.212		16.713	.000
	luaran	.243	.029	.548	8.425	.000
	SPasaran	.087	.031	.182	2.793	.006
	luar_x_SPasar	.055	.033	.108	1.658	.099

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001	
2	.402[b]	.162	.151	.47685	.086	15.578	1	152	.000	
3	.404[c]	.163	.147	.47796	.002	.296	1	151	.587	1.748

a. Predictors: (Constant), Inovasi

b. Predictors: (Constant), Inovasi, SPasaran

c. Predictors: (Constant), Inovasi, SPasaran, inno_x_SPasar

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001
2	(Constant)	3.531	.310		11.385	.000
	Inovasi	.180	.041	.328	4.352	.000
	SPasaran	.142	.036	.298	3.947	.000
3	(Constant)	3.561	.316		11.276	.000
	Inovasi	.174	.043	.318	4.065	.000
	SPasaran	.143	.036	.299	3.948	.000
	inno_x_SPasar	.019	.035	.042	.544	.587

a. Dependent Variable: Prestasi

TINDAK BALAS PASARAN PELANGGAN

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.436	.432	.38981	.436	118.346	1	153	.000	
2	.708[b]	.501	.494	.36791	.065	19.754	1	152	.000	
3	.708[c]	.501	.491	.36912	.000	.002	1	151	.962	1.754

a. Predictors: (Constant), Teknologi

b. Predictors: (Constant), Teknologi, TBPPelanggan

c. Predictors: (Constant), Teknologi, TBPPelanggan, tekno_x_TBPelanggan

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.390	.169		20.054	.000
	Teknologi	.346	.032	.660	10.879	.000
2	(Constant)	2.754	.214		12.855	.000
	Teknologi	.338	.030	.647	11.272	.000
	TBPPelanggan	.119	.027	.255	4.445	.000
3	(Constant)	2.753	.215		12.792	.000
	Teknologi	.339	.030	.647	11.204	.000
	TBPPelanggan	.119	.027	.255	4.430	.000
	tekno_x_TBPelanggan	-.001	.030	-.003	-.047	.962

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.439[a]	.192	.187	.46655	.192	36.423	1	153	.000	
2	.538[b]	.289	.280	.43909	.097	20.731	1	152	.000	
3	.538[c]	.289	.275	.44049	.000	.036	1	151	.849	1.790

a. Predictors: (Constant), organisasi

b. Predictors: (Constant), organisasi, TBPPelanggan

c. Predictors: (Constant), organisasi, TBPPelanggan, orga_x_TBPelanggan

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.582	.270		13.261	.000
	organisasi	.278	.046	.439	6.035	.000
2	(Constant)	2.704	.319		8.472	.000
	organisasi	.288	.043	.454	6.626	.000
	TBPPelanggan	.145	.032	.312	4.553	.000
3	(Constant)	2.703	.320		8.441	.000
	organisasi	.288	.044	.454	6.606	.000
	TBPPelanggan	.146	.032	.312	4.541	.000
	orga_x_TBPelanggan	-.007	.035	-.013	-.191	.849

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.566[a]	.320	.316	.42796	.320	72.127	1	153	.000	
2	.638[b]	.407	.399	.40112	.086	22.154	1	152	.000	
3	.639[c]	.408	.396	.40215	.001	.224	1	151	.637	1.642

a. Predictors: (Constant), luaran

b. Predictors: (Constant), luaran, TBPPelanggan

c. Predictors: (Constant), luaran, TBPPelanggan, luar_x_TBPelanggan

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.982	.147		27.065	.000
	luaran	.252	.030	.566	8.493	.000
2	(Constant)	3.201	.216		14.839	.000
	luaran	.253	.028	.568	9.097	.000
	TBPPelanggan	.137	.029	.294	4.707	.000
3	(Constant)	3.186	.218		14.584	.000
	luaran	.255	.028	.572	9.053	.000
	TBPPelanggan	.138	.029	.296	4.717	.000
	luar_x_TBPelanggan	-.016	.035	-.030	-.474	.637

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001	
2	.400[b]	.160	.149	.47734	.084	15.230	1	152	.000	
3	.406[c]	.165	.148	.47754	.005	.875	1	151	.351	1.896

a. Predictors: (Constant), Inovasi

b. Predictors: (Constant), Inovasi, TBPPelanggan

c. Predictors: (Constant), Inovasi, TBPPelanggan, inno_x_TBPelanggan

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001
2	(Constant)	3.683	.284		12.958	.000
	Inovasi	.151	.041	.276	3.711	.000
	TBPPelanggan	.135	.035	.290	3.903	.000
3	(Constant)	3.664	.285		12.854	.000
	Inovasi	.153	.041	.278	3.742	.000
	TBPPelanggan	.137	.035	.295	3.953	.000
	inno_x_TBPelanggan	.035	.037	.070	.935	.351

a. Dependent Variable: Prestasi

TINDAK BALAS PASARAN PESAING

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.436	.432	.38981	.436	118.346	1	153	.000	
2	.679[b]	.462	.455	.38215	.025	7.190	1	152	.008	
3	.680[c]	.462	.451	.38332	.000	.076	1	151	.783	1.769

a. Predictors: (Constant), Teknologi

b. Predictors: (Constant), Teknologi, TBPPesaing

c. Predictors: (Constant), Teknologi, TBPPesaing, tekno_x_TBPSaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.390	.169		20.054	.000
	Teknologi	.346	.032	.660	10.879	.000
2	(Constant)	3.001	.220		13.632	.000
	Teknologi	.335	.031	.640	10.670	.000
	TBPPesaing	.079	.030	.161	2.681	.008
3	(Constant)	2.996	.221		13.529	.000
	Teknologi	.335	.031	.641	10.641	.000
	TBPPesaing	.080	.030	.163	2.687	.008
	tekno_x_TBPSaing	-.008	.030	-.017	-.276	.783

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.439[a]	.192	.187	.46655	.192	36.423	1	153	.000	
2	.492[b]	.242	.232	.45353	.049	9.910	1	152	.002	
3	.505[c]	.255	.240	.45113	.013	2.624	1	151	.107	1.886

a. Predictors: (Constant), organisasi

b. Predictors: (Constant), organisasi, TBPPesaing

c. Predictors: (Constant), organisasi, TBPPesaing, orga_x_TBPSaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.582	.270		13.261	.000
	organisasi	.278	.046	.439	6.035	.000
2	(Constant)	3.004	.320		9.376	.000
	organisasi	.272	.045	.429	6.062	.000
	TBPPesaing	.110	.035	.223	3.148	.002
3	(Constant)	3.027	.319		9.489	.000
	organisasi	.271	.045	.427	6.074	.000
	TBPPesaing	.106	.035	.215	3.051	.003
	orga_x_TBPSaing	.060	.037	.114	1.620	.107

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.566[a]	.320	.316	.42796	.320	72.127	1	153	.000	
2	.596[b]	.355	.346	.41838	.034	8.084	1	152	.005	
3	.596[c]	.355	.342	.41961	.000	.112	1	151	.738	1.633

a. Predictors: (Constant), luaran

b. Predictors: (Constant), luaran, TBPPesaing

c. Predictors: (Constant), luaran, TBPPesaing, luar_x_TBPSaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.982	.147		27.065	.000
	luaran	.252	.030	.566	8.493	.000
2	(Constant)	3.508	.220		15.940	.000
	luaran	.243	.029	.547	8.355	.000
	TBPPesaing	.092	.032	.186	2.843	.005
3	(Constant)	3.518	.223		15.788	.000
	luaran	.241	.030	.543	8.109	.000
	TBPPesaing	.091	.032	.185	2.821	.005
	luar_x_TBPSaing	.011	.033	.022	.335	.738

a. Dependent Variable: Prestasi

Model Summary[d]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001	
2	.364[b]	.132	.121	.48514	.056	9.897	1	152	.002	
3	.377[c]	.142	.125	.48404	.010	1.690	1	151	.196	1.894

a. Predictors: (Constant), Inovasi

b. Predictors: (Constant), Inovasi, TBPPesaing

c. Predictors: (Constant), Inovasi, TBPPesaing, inno_x_TBPSaing

d. Dependent Variable: Prestasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001
2	(Constant)	3.802	.293		12.978	.000
	Inovasi	.149	.041	.272	3.599	.000
	TBPPesaing	.117	.037	.238	3.146	.002
3	(Constant)	3.719	.299		12.428	.000
	Inovasi	.160	.042	.292	3.793	.000
	TBPPesaing	.122	.037	.248	3.273	.001
	inno_x_TBPSaing	.051	.039	.101	1.300	.196

a. Dependent Variable: Prestasi

LAMPIRAN H

ANALISIS REGRESI BERGANDA

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.435	.432	.39005	.435	118.012	1	153	.000	1.767

a. Predictors: (Constant), ICT

b. Dependent Variable: Prestasi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.954	1	17.954	118.012	.000[b]
	Residual	23.277	153	.152		
	Total	41.231	154			

a. Dependent Variable: Prestasi

b. Predictors: (Constant), ICT

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.048	.200		15.221	.000
	ICT	.405	.037	.660	10.863	.000

a. Dependent Variable: Prestasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.275[a]	.076	.070	.49905	.076	12.555	1	153	.001	1.863

a. Predictors: (Constant), Inovasi

b. Dependent Variable: Prestasi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.127	1	3.127	12.555	.001[b]
	Residual	38.104	153	.249		
	Total	41.231	154			

a. Dependent Variable: Prestasi

b. Predictors: (Constant), Inovasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.449	.215		20.728	.000
	Inovasi	.151	.043	.275	3.543	.001

a. Dependent Variable: Prestasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.660[a]	.436	.432	.38981	.436	118.346	1	153	.000	1.797

a. Predictors: (Constant), Teknologi

b. Dependent Variable: Prestasi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.983	1	17.983	118.346	.000[b]
	Residual	23.248	153	.152		
	Total	41.231	154			

a. Dependent Variable: Prestasi

b. Predictors: (Constant), Teknologi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.390	.169		20.054	.000
	Teknologi	.346	.032	.660	10.879	.000

a. Dependent Variable: Prestasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.439[a]	.192	.187	.46655	.192	36.423	1	153	.000	1.921

a. Predictors: (Constant), organisasi

b. Dependent Variable: Prestasi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.928	1	7.928	36.423	.000[b]
	Residual	33.303	153	.218		
	Total	41.231	154			

a. Dependent Variable: Prestasi

b. Predictors: (Constant), organisasi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.582	.270		13.261	.000
	organisasi	.278	.046	.439	6.035	.000

a. Dependent Variable: Prestasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.566[a]	.320	.316	.42796	.320	72.127	1	153	.000	1.642

a. Predictors: (Constant), luaran

b. Dependent Variable: Prestasi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.210	1	13.210	72.127	.000[b]
	Residual	28.021	153	.183		
	Total	41.231	154			

a. Dependent Variable: Prestasi

b. Predictors: (Constant), luaran

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.982	.147		27.065	.000
	luaran	.252	.030	.566	8.493	.000

a. Dependent Variable: Prestasi